



FEATURED COURSES

COMMUNICATION TRAINING

Interpersonal Communication...

- [Interpersonal Conflict Management](#)
- [Interpersonal Communication Skills](#)
- [Serving Difficult Clients](#)

Written Communication...

- [Proofreading Skills Review](#)
- [Punctuation Skills - Part 1](#)

LEADERSHIP DEVELOPMENT

- [Understanding Budget Planning & the Budget Process](#)
- [Coaching: Bringing Out the Best in Others](#)
- [Negotiation](#)
- [Reality Check: Is Management For Me](#)
- [Giving & Receiving Constructive Feedback](#)
- [Mastering Change](#)
- [More...](#)

HUMAN RESOURCE TRAINING

- [HELP II: Diversity Management](#)
- [HELP II: Effective Investigations in a Just Cause World](#)
- [HELP II: Ethical Leadership & Decision Making](#)
- [HELP II: Preventing Discrimination, Harassment, and Managing Accommodations](#)
- [HELP II: Workplace Violence Assessment & Prevention](#)
- [More...](#)

INVESTIGATOR TRAINING

- [Investigator Training Advanced](#)

INTERPERSONAL COMMUNICATION

Assertive Communication (01-03-E075)

Space available in the September 22, 2009 ~ Olympia

This course provides you with an understanding of what assertive communication is and why it is crucial to develop an assertive behavior on the job. The skills taught in this course are designed to help you present yourself and your ideas in a more positive and professional manner...

Communication Styles and Skills for Employees (01-03-E015)

Space available in the September 28, 2009 ~ Olympia

In this course you will find out what your communication style is and how your style differs from others. You will learn about the strengths and challenges of the different styles and how to "flex" your style to work more effectively...

WRITTEN COMMUNICATION

Editing Skills Review (1 day) (01-03-EW55)

Space available in the August 24, 2009 ~ Olympia

This course will help you acquire essential editing skills for every form of writing. You will learn how to edit the work of others as well as your own. You will also gain confidence as an editor. You will learn the "Dos" and "Don'ts" of self-editing and editing for others...

Grammar Review – Part 1 (1 day) (01-03-EW53)

Space available in the September 3, 2009 ~ Olympia

Questions concerning grammar usage often come up at work. When you look at grammar usage books, do you find yourself confused and at a loss for answers? This one-day workshop covers the basics of grammar, word usage, and sentence completeness. Everything covered in this fast-paced workshop has a practical application for writers...

CUSTOMER SERVICE

Customer Service: Maintaining A Positive Attitude (01-03-E077)

Space available in the September 14, 2009 ~ Olympia

How you choose to deal, react to, and treat customers is influenced by attitudes, judgments, biases, and assumptions. This course will teach you essential interpersonal communications skills that will assist you in dealing effectively with difficult customers and situations...

LEADERSHIP DEVELOPMENT

The Language of Leadership (01-09-M308)

Space available in the September 9, 2009 class ~ Olympia

This course is aimed at helping you develop your leadership potential. You will learn how to communicate in a more positive, optimistic, and empowering manner to help encourage commitment and self-confidence in others...

(Leadership continued on next page)

COMPUTER TRAINING

- [U of W Computer Forensic \(Digital\) Certificate Program \(13 Days\)](#)
- [U of W IT Security Certificate Program \(13 Days\)](#)
- [More...](#)

PROJECT MANAGEMENT

- [Project Management for Business Process Analysis](#)
- [Certified Associate in Project Management \(CAPM\) Preparation](#)
- [Project Management: A Team Approach](#)
- [More...](#)

RISK MANAGEMENT

- [Just Cause Training](#)
- [Sexual Harassment Awareness & Prevention](#)
- [Understanding the Diverse Workforce](#)
- [More...](#)

PROFESSIONAL DEVELOPMENT

- [Success Habits](#)
- [Time Management](#)
- [More...](#)

HRMS TRAINING

- [HRMS Financial Reporting](#)
- [HRMS Organizational Management](#)
- [HRMS Maintaining Payroll Master Data](#)
- [HRMS Employee Hiring & Processing](#)
- [HRMS Payroll & Reports](#)
- [HRMS Quotas](#)
- [HRMS Basics](#)
- [HRMS Benefits](#)
- [HRMS Garnishments](#)
- [HRMS Personnel Time Recording](#)
- [More...](#)

[Leadership Mastery: Creating Deliberate Success \(01-09-M229\)](#)

Course available in September & December 2009 ~ Olympia

Leaders have two primary responsibilities: Creating a compelling vision, and, converting vision into reality. This course will encourage you to bring out the best in yourself and others...

[Mid-Management Leadership Academy \(01-09-M430\)](#)

Available this fall: October 5-8 and November 2-4, 2009

Today's public sector leaders face the challenge of managing complex organizations in a time of scarce resources of a global magnitude. Managing in lean times requires a different kind of leadership and even experienced leaders need to build on their talents...

[Nomination Form](#)

[Supervision Essentials Phase I \(01-09-M401\)](#)

Space available in the August 17-19, 2009 class ~ Olympia

Supervision Essentials I is required for all new supervisors. This course fulfills Washington Administrative Code (WAC) 357-34-055 that requires new supervisors to attend management training within their first six months of assignment...

[Supervision Essentials Phase II \(01-09-M402\)](#)

Space available in the August 24-25, 2009 class ~ Olympia

This course is highly recommended for all new supervisors. In Supervision Essentials I, you learned the practical applications of supervision. Supervision Essentials II is a companion course that will introduce you to the diverse conceptual roles and responsibilities a good supervisor must be able to routinely do effectively...

COMPUTER & PROJECT MANAGEMENT

[SharePoint Developer – Level 1 \(3 days\) \(01-04-T661\)](#)

SharePoint is the next generation of content management. In this course you will discover how to utilize the components of SharePoint to implement your business requirements. You will explore SharePoint's most basic functionality and cutting-edge features that modern applications require...

[Project Management Certificate Program - University of Washington \(01-14-T013\)](#)

In this certificate program you will examine project management knowledge areas and processes, integrating technical tools with leadership and communication skills. A Certificate in Project Management from the University of Washington will be awarded to you upon successful completion of this program. In addition, the course content will help prepare you for the Project Management Professionals (PMP) certification examination should you choose to take that exam...

INVESTIGATOR TRAINING

[Investigator Training Core \(2 days\) \(01-14-IV01\)](#)

Olympia class: September 8, 2009

Spokane class: September 28, 2009

This course meets the requirements of Executive Order 98-02 (Training and Protocols for State Investigators). This course has been designed for state employees with investigative responsibilities. It will provide you with basic, yet generic, and widely applicable concepts, skills, and techniques needed to properly conduct an investigation from its beginning to its conclusion...

GOVERNMENT EFFICIENCY

- [Using Data & Statistical Tools to Analyze & Improve Performance](#)
- [More...](#)

eLEARNING COURSES

- [Managing Microsoft Office SharePoint Server 2007 Administration](#)
- [Configuring Microsoft Office SharePoint Server 2007 Business Forms](#)
- [Advanced Formatting in Word 2007](#)
- [Advanced Data Manipulation Features in Word 2007](#)
- [Advanced Data Management in Excel 2007](#)

Registration

Registration for DOP classes is decentralized. Each state agency handles the training registration process in a different manner. Please use your agency's registration procedure.

If you are unsure of your agency's registration procedure, please contact your Human Resource Office. Employees of other public entities (city, county, and higher education) may register by contacting DOP at 360.664.1921 between 8:00 am - 5:00 pm (Monday – Friday).

For more information...

Call: 360.664.1921
Email: traininginfo@dop.wa.gov
Web: www.dop.wa.gov/training

HUMAN RESOURCES

SHRM Learning System Workshop (01-14-ET15)

Begins September 2009 ~ Olympia

This course is designed to give you, the human resource professional, an in-depth knowledge of current human resource practices. [The SHRM Learning System](#) is a comprehensive training program that helps prepare you for the Professional in Human Resources (PHR) or Senior Professional in Human Resources (SPHR) certification exam.

WORKSHOPS FOR TIMES OF TRANSITION

Confronting the Tough Stuff: Communication Through Change (01-16-HR66)

August 20, 2009 ~ Olympia

Just like change, communication is an ongoing process. This workshop will help managers respond to fallout from change, as well as provide effective techniques to manage formal and informal communication within their organization...

Rebuilding Trust and Confidence (01-16-HR65)

August 31 and September 24, 2009 ~ Both classes in Olympia

Following organizational change, employees are sometimes mistrustful and managers might be unsure about what lies ahead for their team and organization. In this workshop, we will explore these typical responses to change and learn ways to inspire confidence in management and the organization...

Normalizing the New Workplace (01-16-HR68)

September 3 and September 29, 2009 ~ Both classes in Olympia

Once a major change has happened in the workplace, managers find themselves asking, "Where do we go from here?" In this workshop, participants will learn how to define new team roles and responsibilities in ways that will ensure staff support, as well as effective methods to determine and implement a solid course of action...

Change Management: Finding the "Up" in Upheaval (01-16-HR57)

August 24, 2009 ~ Olympia

With today's economic uncertainties and transition challenges, managing change is critical for everyone. In this action-oriented workshop you will study the cycle of change in the workplace, typical responses to change, and how to manage resistance...

Web: <http://www.dop.wa.gov/training> | Email: traininginfo@dop.wa.gov

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Reasonable Accommodation Information - Visit our website or call 360-664-1921